

Cartology Travels Pty Ltd - Privacy Notice

This privacy notice provides details of the personal information we collect from you, what we do with it, how you might access it and who it might be shared with.

Our Organisation

Cartology Travels Pty Ltd
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Franschhoek
7690
South Africa
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Telephone: +27 82 490 0511
Organisation email: susan.huxter@cartologytravels.com

ATTENTION all children.

This is a very important notice which we must share with you and any one of your parents or legal guardians. To make use of our services, we need information which is personal to you. For example, your name, your email address and your phone number. It might be so that we cannot use your information unless your parent agrees. Please tell your parents to read the notice below.

ATTENTION all parents / legal guardians

In order for children to make use of our services we need to use their personal information and for this we are required by law to obtain the consent of a parent or legal guardian. Before deciding on consent it is important for parents to understand our information security and privacy policies. It is equally important for parents to explain to children, the implications of not providing our organisation with the proper consent. A link to our consent form can be found wherever we collect personal information of children.

What we do with your personal information

We use your personal information only for the purpose for which it is collected. Among others, this purpose could be to provide a service, assist us with administration, recruit prospective employees or even to comply with a legal obligation. We may use your personal information for other similar purposes, including marketing and communications, but that will only occur in the case where we have your consent or another lawful justification for doing so.

From our **Children** we collect, use and retain personal information for the following purposes and periods, with the applicable lawful basis..

Processing purpose	Lawful basis	Retention period
Travel and events management	S11 - We have the data subject's consent	Until consent withdrawn

From our **Service Providers** we collect, use and retain personal information for the following purposes and periods, with the applicable lawful basis..

Processing purpose	Lawful basis	Retention period
Travel and events management	S11 - To conclude or perform a contract to which the data subject is party	Until consent withdrawn

From our **Suppliers** we collect, use and retain personal information for the following purposes and periods, with the applicable lawful basis..

Processing purpose	Lawful basis	Retention period
Travel and events management	S11 - It is in the legitimate interest of a third party to whom the information is supplied	Until consent withdrawn

Auditing and taxation services	S11 - To conclude or perform a contract to which the data subject is party	Until consent withdrawn
Legal advice and representation	S11 - To conclude or perform a contract to which the data subject is party	Until contract completed

From our **Customers / Clients** we collect, use and retain personal information for the following purposes and periods, with the applicable lawful basis..

Processing purpose	Lawful basis	Retention period
Travel and events management	S11 - We have the data subject's consent	Until consent withdrawn

What personal information do we collect?

We only collect the minimum amount of information that is relevant to the purpose. If you interact with us on the internet, the personal information we collect depends on whether you just visit our website or, use our services. If you visit our website, your browser transmits some data automatically, such as your browsing times, the data transmitted and your IP address.

If you use our services, personal information is required to fulfill the requirements of that service.

Generally, we collect the following personal information. If there is any *specific* personal information to collect, we will indicate as such, at or near the time of collection.

- Passport Details
- Dietary Requirements
- Online identifier
- Physical address
- Personal opinions, views or preferences
- Identification Number
- Telephone number
- Confidential Correspondence
- Email address
- Financial & banking details
- Location information
- Name, together with other identifying information

We collect your personal information from the following indirect sources

Data subject type	Personal information type	Indirect source name
Children	Dietary Requirements	Parents/Guardian
Children	Passport Details	Parents/Guardian
Customers / Clients	Online identifier	Website
Children	Physical address	Parents/Guardian
Children	Personal opinions, views or preferences	Parents/Guardian
Children	Identification Number	Parents/Guardian
Service Providers	Telephone number	Google
Children	Telephone number	Parents/Guardian
Children	Confidential Correspondence	Parents/Guardian
Customers / Clients	Email address	Referral
Children	Email address	Parents/Guardian

Children	Location information	Parents/Guardian
Children	Name, together with other identifying information	Parents/Guardian

Who might we share your personal information with?

To maintain and improve our services, your personal information may need to be shared with or disclosed to our service providers, other organisations such as ours or, in some cases, public or legal authorities.

We transfer personal information to the following organisations and countries:

Data subject type	Organisation name	Type	Country
Children	Accommodation Suppliers	Responsible Party	South Africa
Children	Air Services	Responsible Party	South Africa
Children	Magnascape Corporation Pty Ltd	Responsible Party	South Africa
Children	Restaurants	Responsible Party	South Africa
Children	Tour Operators	Responsible Party	South Africa
Children	Transfers & Tours	Responsible Party	South Africa
Service Providers	Accommodation Suppliers	Responsible Party	South Africa
Service Providers	Air Services	Responsible Party	South Africa
Service Providers	Magnascape Corporation Pty Ltd	Responsible Party	South Africa
Service Providers	Tour Operators	Responsible Party	South Africa
Service Providers	Transfers & Tours	Responsible Party	South Africa
Suppliers	Accommodation Suppliers	Responsible Party	South Africa
Suppliers	Air Services	Responsible Party	South Africa
Suppliers	Alta Rose	Operator	South Africa
Suppliers	Tour Operators	Responsible Party	South Africa
Suppliers	Transfers & Tours	Responsible Party	South Africa
Customers / Clients	Accommodation Suppliers	Responsible Party	South Africa
Customers / Clients	Air Services	Responsible Party	South Africa
Customers / Clients	Alta Rose	Operator	South Africa
Customers / Clients	Magnascape Corporation Pty Ltd	Responsible Party	South Africa
Customers / Clients	Restaurants	Responsible Party	South Africa
Customers / Clients	Robyn Watkins	Operator	South Africa
Customers / Clients	Tour Operators	Responsible Party	South Africa
Customers / Clients	Transfers & Tours	Responsible Party	South Africa

For the following purposes we may disclose your personal information to authorised third parties because it's in their legitimate interests:

- Travel and events management

If we transfer your personal information outside of South Africa, we apply the necessary safeguards which include, confirming whether the receiving country has the proper data protection law, ensuring that there is a binding agreement between parties or, if the transfer is internal to our organisation, commitment to binding corporate rules. Details of these safeguards may be obtained by contacting us directly.

How do we look after personal information?

We limit the amount of personal information collected to only what is fit for the purposes as described above. We restrict, secure and control all of our information assets against unauthorised access, damage, loss or destruction; whether physical or electronic. We retain personal information only for as long as is described above, to respond to your requests, or longer if required by law. If we retain your personal information for historical or statistical purposes we ensure that the personal information cannot be used further. While in our possession, together with your assistance, we try to maintain the accuracy of your personal information.

How can you access your personal information?

You have the right to request access to any of your personal information we may hold. If any of that information is incorrect, you may request that we correct it. If we are improperly using your information, you may request that we stop using it or even delete it completely.

If you would like to make a request to see what personal information of yours we might hold, you may make a request from our organisation website or contact us as per the details above

Where you have previously given your consent to process your personal information, you also have the right to request that we transmit your personal information to a different service provider.

Where it may have been necessary to get your consent to use your personal information, at any moment, you have the right to withdraw that consent. If you withdraw your consent, we will cease using your personal information without affecting the lawfulness of processing based on consent before your withdrawal.

Our Information Officer

Justin Huxter
justin.huxter@cartologytravel.com
Telephone: ++27824900511
Mobile: ++447716095680

The SA Information Regulator

You have the right to lodge a complaint with the SA Information Regulator. See the Information Regulator contact details below.

The Information Regulator (South Africa)
PO Box 31533
Braamfontein
27 Stiemens St
Braamfontein
2017
The Information Regulator (South Africa)
complaints.IR@justice.gov.za
27827464173
infoereg@justice.gov.za